

NATIONAL CORE INDICATORS (NCI)

Introduction:

The Division of Developmental Disabilities participates in the National Core Indicators project as a means of obtaining feedback from members and families about their experiences with services and supports. NCI is sponsored by the National Association of State Developmental Disabilities Directors and coordinated by the Human Services Research Institute. There are four different survey tools developed for the NCI project:

- Adult Consumer - a face-to-face interview with the member
- Adult Family - a mail survey to families with adult members living in their home
- Child Family - a mail survey to families with child members living in their home
- Guardian Family - a mail survey to families with adult members not living in their home

Two surveys are employed on rotating years allowing for time to use the results and develop strategies to improve the Division's effectiveness in supporting individuals with developmental disabilities. In 2012-2013 the Division employed the Child Family and Guardian Family surveys. Below is a summary of the results from those who responded to these surveys.

NCI: 2012-2013 Guardian Family Survey

These surveys were mailed to 1,000 guardian/families whose member was living in an out-of-home setting during the prior year. The surveys were mailed in October 2012 and the Division received 281 responses. These results were submitted to the Human Services Research Institute (HSRI) by June 30, 2013 for compilation with other states participating in the program for the same survey cycle.

Arizona was significantly above the average participating states in the following areas:

Question	Arizona	NCI Avg
Q1. Do you get enough information to help you participate in planning services for your family member?	56%	48%
Q3. Are you kept informed about how your family member is doing?	65%	55%
Q4. Does your family member have a service plan?	98%	96%
Q6. Did you or another family member help develop the plan?	90%	83%
Q8. Does the plan include all the services and supports your family member needs?	90%	85%
Q11. Have you or your family member received information about his/her rights?	98%	94%

Arizona was within the "Average Range" for all other questions. There were **no questions** where Arizona was significantly below the NCI average.

The Division will be analyzing the results from all the surveys conducted in the past two years to determine which areas might require improvement to ensure compliance with the new HCBS Rules established by the Centers for Medicare and Medicaid Services (CMS).

NCI: 2012-2013 Child Family Survey

These surveys were mailed to 1,000 families whose member was under age 18 and living at home with their family during the prior year. The surveys were mailed in October 2012 and the Division received 312 responses. These results were submitted to the Human Services Research Institute (HSRI) by June 30, 2013 for compilation with other states participating in the program for the same survey cycle.

Arizona was significantly above the average participating states in the following areas:

Question	Arizona	NCI Avg
Q6. Does your child have a service plan?	92%	85%
Q19. If English is your first language, do the support workers speak to you effectively?	81%	73%
Q30. If you need respite services, do you have access to them?	92%	78%
Q49. Do you feel that family supports have improved your ability to care for your child?	94%	89%

Arizona was significantly below the average participating states in the following areas:

Question	Arizona	NCI Avg
Q10. Does your family receive all the services listed in the plan?	71%	83%
Q31. Are there other services that your family needs that are not currently offered or available? *	71%	55%
Q37. Do you have control and/or input over the hiring and management of your family's support workers?	50%	61%
Q38. Do you know how much money is spent by the ID/DD agency on behalf of your child?	8%	27%
Q39. Do you have a say in how this money is spent?	17%	39%
Q43. Do you know the process for filing a complaint or grievance against provider agencies or staff?	41%	50%
Q45. Do you know how to report abuse or neglect?	66%	75%

***The result for this question shows AZ higher than NCI Average however this reflects families saying they are not able to obtain services needed.**

Arizona was within the "Average Range" for all other questions.

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A complete listing of all questions and how Arizona compares to the NCI averages is available on [the Division's NCI page](#).